CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION

Position Title: Information Technology Manager	**Job Family:** 2
General Classification: Management	**Job Grade:** 41

Definition: Under administrative direction of the Finance and Administrative Services Director, manages the planning, budgeting, implementation, coordination, maintenance and security of City-wide information technology operations; provides organization-wide leadership and advice on technology issues and decisions; coordinates and implements Information Technology (IT) efforts with department heads and staff; ensures systems development proceeds in a logical, integrated fashion to meet the needs of the City and its operating departments; performs other related work as required.

Distinguishing Characteristics: Information Technology Manager is a division head position responsible for the operation of the Information Technology Division within the Finance and Administrative Services Department. The Information Technology Manager reports to the Finance and Administrative Services Director or Assistant Finance and Administrative Services Director in the absence of the director and has direct supervision over divisional staff providing IT support to all City departments and staff.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Assists in the development and implementation of the City's Information Technology Plan, including goals, priorities and policies relating to City-wide information and communications management.

2. Develops and updates City guidelines and policies for resource expenditure, project control, data and equipment security, information privacy, internal controls and contingency plans.

3. Recommends overall strategy for the planning, use and coordination of information processing technology and services, including the evaluation of current and proposed systems.

4. Develops and gains consensus on a City-wide technology plan and strategic IT direction following consultation with all department heads and senior staff, assessment of existing technology infrastructure and existing technical support models; updates the plan as technology and other changes require.

5. Recommends long- and short-range technology budgets and acquisitions, as well as alternative solutions to proposed applications as appropriate.

6. Assists in the ongoing development and implementation of the City Disaster Recovery/Business Continuity Plan; provides input into planning activities, participates in disaster recovery scenario testing and training.

7. Provides leadership and advice to the departments considering IT projects, applications and other tools and devices intended to improve operations.

8. Trains, supervises and evaluates IT staff in maintaining efficient operation of the City's information and communication systems.

9. Maintains familiarity with developing technologies and their appropriate application to meet the needs of the City.

10. Develops and implements policies and programs that support the coordination and growth of an integrated contemporary and cost-effective technology infrastructure and technical support organization.

11. Reviews and advises on purchases of hardware, software and technology components and devices.

12. Develops and participates in ongoing computer technology training programs for all City personnel user and technical staff.

13. Handles escalation of service issues from City staff in regard to service levels. Ensures IT maintains high standards of customer service through constant reviews of Magic Helpdesk Ticketing system.

14. Administers contracts for service with consultants, vendors and suppliers; coordinates activities cooperatively and resolves disputes.

15. Develops, recommends and manages the annual IT operating budget and IT capital development/investment projects budgets to ensure projects are complete and remain within budget.

16. Participates in community and group meetings.

17. Prepares and presents written and oral presentations at internal and external meetings, including City Council meetings.

18. Acts as liaison with the Council Technology Committee.

19. Represents the City of Mountain View at external meetings and IT associations.

20. Performs other duties as assigned.

Minimum Qualifications:

Knowledge of: Principles and applications of information technology tools, including planning and development of information and telecommunication systems applicable to municipal government and similar service-based organizations; systems analysis and development principles, practices, methods and techniques; functions and operation of various database management systems; basic systems, architecture and integration constructs; network and computer operating systems; effective leadership and management principles and practices; current and developing technologies and their appropriate application and use; telecommunications applications in various situations; approaches to network and data security; contracts and contract negotiations; principles of IT management and standard IT principles and practices; business process analysis or reengineering an appropriate application of technology as a solution to operating/process issues; project management concepts and tools; principles of training and effective instruction; principles and practices of supervision training and employee evaluation; safe work practices and procedures and applicable laws and regulations governing job safety and the work environment; policy development and implementation; team building and developing effective customer service; correct English usage, including grammar, spelling and punctuation; report and letter writing; customer service techniques; current trends and developments in the field of computer technology; modern office procedures, methods and computer equipment; budgeting, accounting and purchasing methods and principle business mathematics; effective methods of record-keeping.

Ability to: Manage and participate in the installation, configuration, administration, troubleshooting and maintenance of local area networks (LANs), and related equipment and software (e.g., file services, computers, printers, network interface cards, routers, cabling, modems, etc.); coordinate the integration of hardware, operating systems and applications for network environments; observe and resolve operation and technical deficiencies; interpret and verbally explain technical concepts to nontechnical individuals; work independently with minimal supervision and use good judgment and initiative; analyze systems data and situations; identify and resolve various information systems and application problems; maintain a current understanding of technological advancements and trends; read, interpret and apply complex technical information; explain technical information to nontechnical individuals; exercise sound judgment within established programs and procedural guidelines; manage multiple projects simultaneously and be sensitive to deadlines and changing priorities; negotiate contracts with and coordinate consultants and vendors; work independently under minimal supervision; prioritize workload of self, staff and the division; express ideas effectively in writing and oral communications; establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines: Any combination of experience, education and training will qualify if it provides for the required knowledge and abilities.

Training and experience equivalent to graduation from an accredited college or university with a bachelor's degree in computer science, information technology management or a closely related field and five years of experience in private or public sector positions which includes three years of supervisory responsibilities evidencing the ability to assume and successfully perform the responsibilities of the IT Manager position. Experience and strategic planning and implementation of information systems/technology is highly desirable.

Required Licenses or Certificates: This position may require one or more of the following certifications or equivalent training and experience: MCSE, CCNE, CCDA, CCDP and CCIE technology certifications from Microsoft and Cisco. Possession of or ability to obtain a Class C California driver's license and maintain a good driving record.

Working Conditions: This position may be required to work extended or irregular hours for critical issues. May need to be available for contact after normal business hours.

Established July 22, 2008
Revised

CLASS SPECS
CS281-M^